



# Terms & Conditions

1. Please treat the accommodation with respect as you would your own home, and leave clean & tidy, with all equipment & contents in good condition, on departure. The person making the booking will be responsible for the cost of making good any loss or damage, or excessive and unreasonable cleaning. If there's a genuine problem during your stay PLEASE tell us as soon as possible and before you leave.
2. A firm booking is recognition that a legally binding contract exists between us. If you cancel your booking (and we are unable to relet the flat) you are liable for the full cost. If there is a problem after you have booked, we will, of course, do our best to help, but please do let us know as soon as a problem arises, thank you.
3. For safety and security, please ensure when booking that we have details of all the persons who will be occupying the flat, and be sure to notify any variations on arrival. Please note that the **maximum number of guests is 4 in flat 1 and 6 in flats 2 & 3**. Visitors are not permitted on the premises without prior arrangement.
4. Please take care that your flat and the main entrance door are both securely locked when you go out. Also note that your vehicle is parked at your own risk on the front drive; we cannot accept responsibility for items left on the premises or in the vehicle.
5. We rely on guests' good sense to avoid fire risks. For safety smoking is not permitted so please do not smoke in any of the flats. Actions in the event of a fire can be found in the kitchen, please familiarize yourself with these points.
6. We know holidays are exciting and enjoyable; a time for letting your hair down - but please do have consideration for other guests at all times, and avoid excessive noise, particularly if you are returning late after a good night out!

*These conditions, together with the booking conditions, will form part of the contract between us, and, in the event of any serious breach, the right is reserved to terminate the use of the accommodation without refund, and to charge directly & recover the proper costs resulting from breach of these conditions.*

## **Important Additional Information:**

1. We are sorry that we do not have any ground floor accommodation available.
2. For reasons of hygiene we regret that we cannot accommodate pets.
3. All well-behaved guests are assured of a friendly welcome at Marston Holiday Flats, but to avoid disturbance and nuisance to other guests and to our property (this is also our home) we regret that we **DO NOT** accept 'stag' night or similar rowdy group bookings.
4. We also, strongly advise all guests to take out holiday insurance prior to your stay.

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